AHLTA UPDATE

AMEDD EMR SUMMIT

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8 November 2006

GLOBAL INFORMATION for QUALITY CARE

Agenda

- Background
- Recommendation

Background
LCS Issues

- During the deployment of Local Cache, a litany of problems have hindered the user experience
  - Problem Categories
    - Lost Data
    - Configuration Management
    - Data Backups
    - Operational Monitoring / Management

Background
Lost Data

- ‘Lost data’ has been traced to three source areas
  - Hardware Failure without adequate backup
    - Disk controller failure at Ft Hood on 28 Sep
    - Last known back-up to tape 9 Sep
      - All encounters not sent to the CDR lost
    - DISA did not inform Program Office nor take specific action to remedy tape back-up condition

Background
Lost Data (cont)

- Disabled Triggers
  - Affected Ft Drum and Ft Stewart, possibly other locations
  - Triggers used to mark patients as “Active”
    - Active patients remain in the Local Cache server until the encounter is completed and sent to the CDR
    - Once the encounter data is sent to the CDR, the patient is flagged “non-active”
    - All non-active patients are deleted on a nightly basis
    - Indications are that the triggers were disabled during a failed patch installation by DISA
      - Error logs would have indicated failures of patch installation
      - Patch installation error logs not properly monitored

Background
Configuration Validation

- Performance problems and client errors, among others, have been attributed to a lack of configuration management
  - All LCS databases reviewed to date are different
    - DISA applied database patches inconsistently
    - Patch installation error logs not properly monitored
  - Installation of security patches not tracked
    - These security fixes caused spikes in memory utilization
    - Error logs not properly monitored
      - Would have indicated a problem immediately after security patch installation
    - Cause and effect correlations nearly impossible
      - Significant delay in diagnosing and correcting problems

Background
Lack of Monitoring

- Nightly cleanup routines not completing
  - Contributes to database growth
  - Has lead to downtime
    - Errors
    - Lost Data

Plan

- Establish AHLTA Operations Center with Overall Responsibility and Authority Over LCS for 60 days or until LCS fully deployed and stabilized
- Staff AHLTA Operations Center with the full-time personnel 24/7
- All located in one location in Northrop Grumman, Chantilly, VA
  - DISA
  - NG
  - SAIC
  - TIMPO

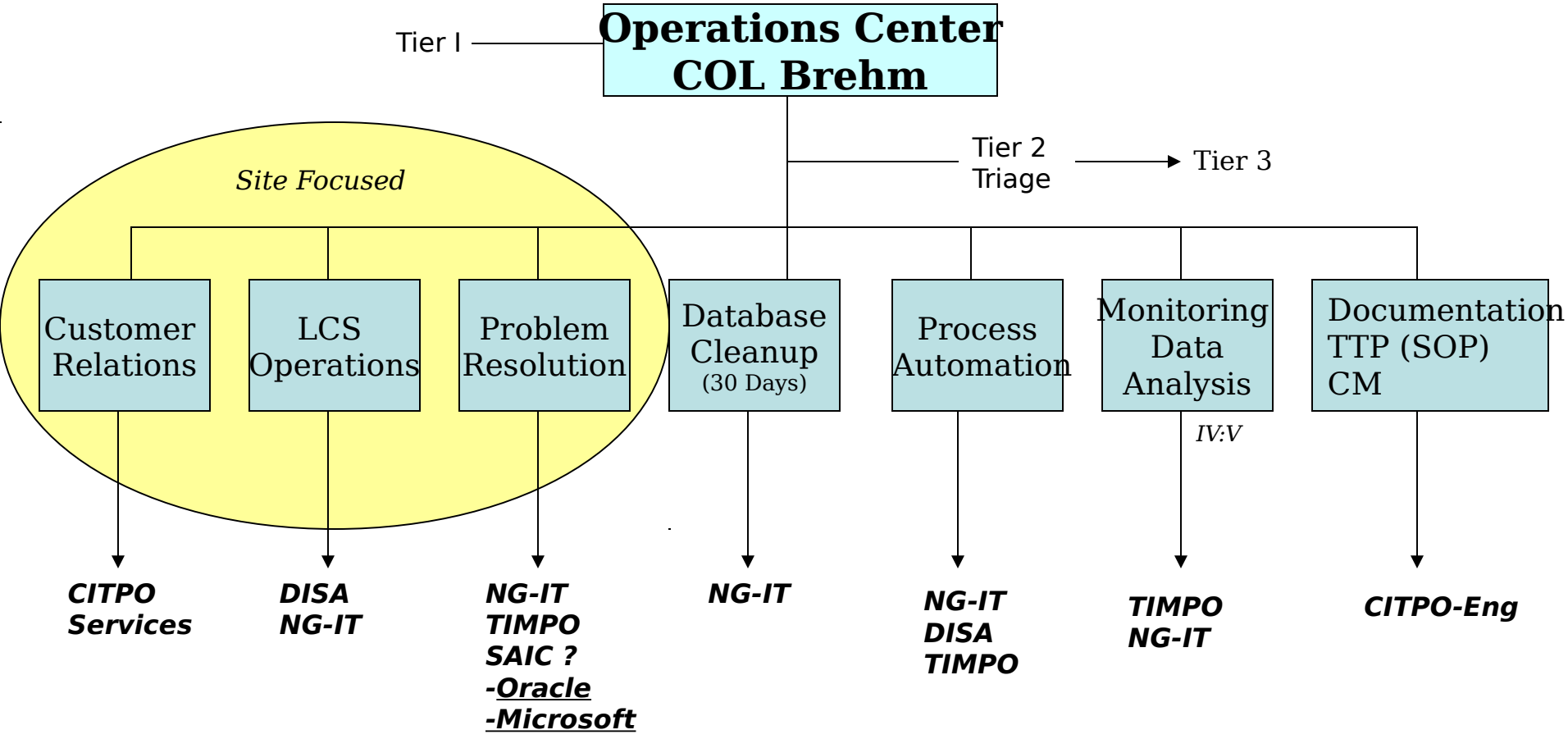
Plan (continued)

- Deliverables
  - LCS Stability
  - Immediate Problem Resolution
  - Automate System Operations and Management
  - Document TTPs and Implement Configuration Management

- Develop and implement plans to transition for long-term sustainment back to current or new organizations as directed by Leadership.

Backup Slides

Proposed Operations Center Organization



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